

System Analyst cum

Programmer



Parvez Ibrahim, MSc(Canada) & MBA(Pak)

Date of Birth- January 03 1969

E-Mail: Parvez_ibrahim@hotmail.com ♦ Contact Numbers 03361118842

Poised to contribute the unique blend of Project Management, IT Management & Governance and exemplary Networking and Business Analysis skills along with commitment to excellence, seeking assignment in a challenging environment

PROFESSIONAL SNAPSHOT

- ♦ Expertise in managing entire IT operations with experience in setting up / maintaining budget, schedule and resources & proven track record of analyzing processes & workflows, assessing their efficacy, relating to business plans & goals and suggesting re-engineering / simplification solutions.
- ♦ 15 years of demonstrated experience in Project Management, Business Analysis, ITIL Processes, IT Management and Governance, Process Re-engineering & Improvement, Change & Configuration Management, IT Services framework, Application development, Database designing and administration, infrastructure management. Proficient in managing projects from inception to delivery by ensuring program strategic mission & objectives within scope, budget and schedule.
- ♦ Adept in IT management, technology resource administration with experience of establishing networks, Strategic planning, Writing business Cases, project plans, budget forecasting & tracking, risk management, defining support models & bid proposals, production support transition, IT due diligence & business justification, effective working relationships with clients.
- ♦ Well conversant with ITIL Configuration/ Change/ Release/ Incident/ Problem, Service Level/ Financial, Vendor, Security management processes and IT Audits.
- ♦ Expert in IT infrastructure setup. Managed large scale projects
- ♦ Areas of Expertise:
 - Project Management
 - Networking Management
 - Process Improvement
 - IT Services Framework
 - Business Analysis
 - Quality Assurance & Management
 - System Analysis and Design
 - Computer hardware & software Management
 - IT Management
 - Change Management

CAPABILITIES

FUNCTIONAL

- ❑ Planning and analysis of entire IT operations along with establishing short /long term IT budgets for organization and also managing project triple constraints.
- ❑ Demonstrated success in partnering with business units in exploring alternative and customized IT solutions to design enterprise wide application development strategies. Managed to design and implement best practice methods and processes.
- ❑ Overseeing IT Process including Asset Management, Service Level Management, incident management, Configuration Management, Risk Management, Scope Change Management, Communications Management, Release Level Management, etc.
- ❑ Mapping clients' requirements and providing them best solutions involving evaluation and definition of scope of project and finalization of project requirements.
- ❑ Developing and negotiating with vendors for timely supply of inventory, computer peripherals and hardware devices as per SLM to facilitate smooth project activities.
- ❑ Specialized in conducting gap analysis, feasibility study and process study sessions and propose business operations improvements which help organizations to achieve cost effective operations and processes with increased quality, efficiency and quality customer service.
- ❑ Administering enterprise-wide systems through formulation of security policy, implementation & maintenance of security tools, user rights management, vulnerability assessment, etc.
- ❑ Measuring project performance through Earned Value Management & other techniques.

TECHNICAL

- Printers: Worked on HP printers as a Technical support Analyst in Dell Canada
- Operating System: Windows, Red Hat Linux and UNIX
- Databases: Oracle 7-8i to 10 G, MySQL, Microsoft Access etc
- Project Case Tools: Microsoft Project, Visio, Erwin, UML Rational Rose, etc
- Tools: SCCM, Track-IT, Heat, Ms Project, Ms Visio
- Miscellaneous: Networks (LAN, WAN, MAN, VPN, Switches, Routers, Firewalls, DMZ's, rule-sets, port configuration, Other) Oracle Enterprise Manager, Oracle Stats Pack, Putty, Telnet, FTP, Backup tools



NO.SMTC/ADMIN/HRING/2017/7704
GOVERNMENT OF SINDH
SINDH MASS TRANSIT CELL
TRANSPORT & MASS TRANSIT
DEPARTMENT
Karachi dated the 22nd May, 2017

To,

Mr. Parvaiz Ibrahim

SUBJECT: OFFER LETTER FOR THE POSITION OF "SYSTEM ANALYST CUM PROGRAMMER", SINDH MASS TRANSIT CELL (SMTC)" TRANSPORT & MASS TRANSIT DEPARTMENT.

With the approval of Competent Authority, you are hereby offered the post of "SYSTEM ANALYST CUM PROGRAMMER", SINDH MASS TRANSIT CELL (SMTC)" which has been created under the aegis of Transport & Mass Transit Department purely on temporary basis for a contract period of three (03) years with Lump sum Remuneration amounting to Rs.150,000/- per month on the following terms and conditions:-

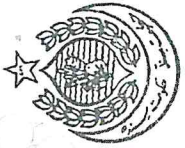
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2. If you accept the offer on the terms and conditions specified above, you should report for duty to Secretary, Transport & Mass Transit Department, Government of Sindh within Seven (07) days of the issue of this offer. Failing which it will be presumed that you are not willing to accept it which will be cancelled without any notice.

(Qasim Dada)
Director (F&A)
Sindh Mass Transit Cell

A copy is forwarded for information to the PS to Secretary Transport & Mass Transit Department, Govt. of Sindh Karachi.

Director (Finance & Admin)



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Finance & Admin

Systems (IIS, WebSphere, Apache, others), scripting (Shell, VBScript, other), Systems Management tools and monitoring (MS MOM, MS SMS, HP Openview, Radian, and PatchLink, others...), Procurement, RFI's, RFQ's, RFP's and vendor Management Datacenter operations (facilities, power, HVAC, networks, Capacity, Performance, etc...) Disaster recovery, business continuity, high-availability, Scalability Troubleshooting, root cause analysis, Statement of work, client requirement, Documents, Solution architecture and blueprints, Negotiation, consultation, Coordination, Leadership, Mission, vision, values, Strategy, Mentoring & coaching, Political acuity.

CAREER HIGHLIGHTS

June 2009 – March 2016 Strathcona County, Canada
Sr. Technical Analyst

Accountabilities:

- ☐ Responsible for call center statistics, performance levels of the call centre and preparing reports. Resolve 3rd level escalated issues
- ☐ Help Tech 1 and Tech 2 to resolve complicated customer issues.
- ☐ Worked on Track-IT ticketing application. To record calls.
- ☐ Handling the most complex customer complaints or enquiries. Organizing staffing, including shift patterns and the number of staff required meeting demand.
- ☐ Managing the daily running of the call centre, including sourcing equipment, effective resource planning and implementing call centre strategies and operations
- ☐ I worked as a Technical Analyst. Responsible for providing solutions and technical support to County Operations. It assumes challenging tasks of highly technical and crucial applications and infrastructure projects. Besides this managing Projects.
- ☐ Responsible for managing development, enhancement and integration projects which involve project planning, execution, monitoring, resource balancing to manage projects in SOA environment through all phases of project life cycle-analysis, design, development, testing, implementation & post-production support.
- ☐ Acting as computer hardware and support manager and managing teams responsible for supporting Business applications & support issues. Resolve escalated production issues and implement long term solutions to avoid reoccurrence. Solve complex technical problems and guide team as necessary.
- ☐ Interact with all stockholders including internal IT teams, Process groups (Change management, Release management, problem management, configuration management etc), vendors and Business users etc.

Major Projects:

- ☐ Evaluate and implement Open Text Enterprise connect and Enterprise Content Server for document management (ECM) system. Microsoft Project and Ms Visio were used for PM, this system is integrated with ms office and all major applications used in the county. I was playing a role of Technical analyst.
- ☐ Infrastructure project to migrate Novell GroupWise email system to Ms Exchange for windows, acted as a coordinator between Development teams and IT Productions (Network, DBA, System Admin, Storage teams etc)
- ☐ Evaluate and monitor network traffic and planning increase network resources and bandwidth for online applications
- ☐ Successfully performed migration of the 1500 machines from Windows XP to Windows 7, used SCCM to install OS and Desktop application

Jan '08 – May '09 Bantrel Construction, Canada
Project Network Specialist

Accountabilities:

- ☐ Managing IT infrastructure of Construction Company in Canada which includes Network & Hardware Resource Management, Data Center Administration & Controlling, Project management, Supervision of Database administration activities and liaising with IT vendors, etc.
- ☐ Creating project plans, scheduling, budgeting, risk management, business modeling and profitability analysis & team management.
- ☐ Developing, implementing and improving IT policies, guidelines/ procedures within specific areas and ensuring the implementation of security/ Audit controls.

Major Projects:

- ☐ My first major project/ initiative was to establish PMO in the organization for aligning IT strategy and annual operational plans, Portfolio management, selection and identification of best practices and methodology to mentor and support Project Managers and Leads and to streamline and strengthen Project Deliveries and customer centric approach. Besides this I have formulated and implemented IT Policy for proper usage & security of available information.
- ☐ Design and implement fiber optics cabling from the head office to the 50 major points and setup Cisco routers, PolyCom video conferencing equipment, VOIP phones and fax modems.

April '96 – May '04 with Institute of Business Management-College of Business Management (CBM), Korangi, Karachi
Manager, Information Technology

Activities:

- ☐ Managing campus networking operations. Maintain Servers, workstations and network printers
- ☐ Maintaining physical and logical Network Design, Roles, Privileges, and Users and resource management.
- ☐ Managing software development projects by Participating in project planning, estimation, requirement analysis. Besides this I have documented functional and technical specifications.
- ☐ Managing all production systems to ensure successful daily processing. Working with Oracle 9i database server and all related database management tools.
- ☐ Familiarize teams with the customer needs, specifications, design targets, the development process, design standards, techniques and tools to support task performance.
- ☐ Responsible for Database Administration, Software Development and Support Tasks.
- ☐ Responsible for tuning the design, application, memory, I/O, contention & system.

Major Projects:

- ☐ Implementation and Customization project of ERP System (Oracle Financial & HRM) which was integrated with company's student information system.
- ☐ Evaluation of technical requirement of internal users and advice on appropriate equipment. Computer Center Operations planning and management of more than 1500 computers including resolution of all software and hardware problems. Changed network cabling structure from BNC cable to CAT 5 cable, when the structure fully developed the designed structure is placed in the test environment, after successful results the designed structure implemented in the real environment.
- ☐ Designed and implemented fiber optics cable network. Fiber optics laying and termination between 4 buildings
- ☐ Prepared ISO 900 documentation and policies for IT department

SCHOLASTICS

MSc – Internetworking - University of Alberta, Canada
MBA (MIS/Marketing) - Preston University, Karachi
Diploma in Computer Science - Petroman Training Institute
B.Com - University of Karachi



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TRANSPORT & MASS TRANSIT
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Karachi dated the 22nd May, 2017

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NO.SMTC/ADMIN/HIRING/2017/ 87/34
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